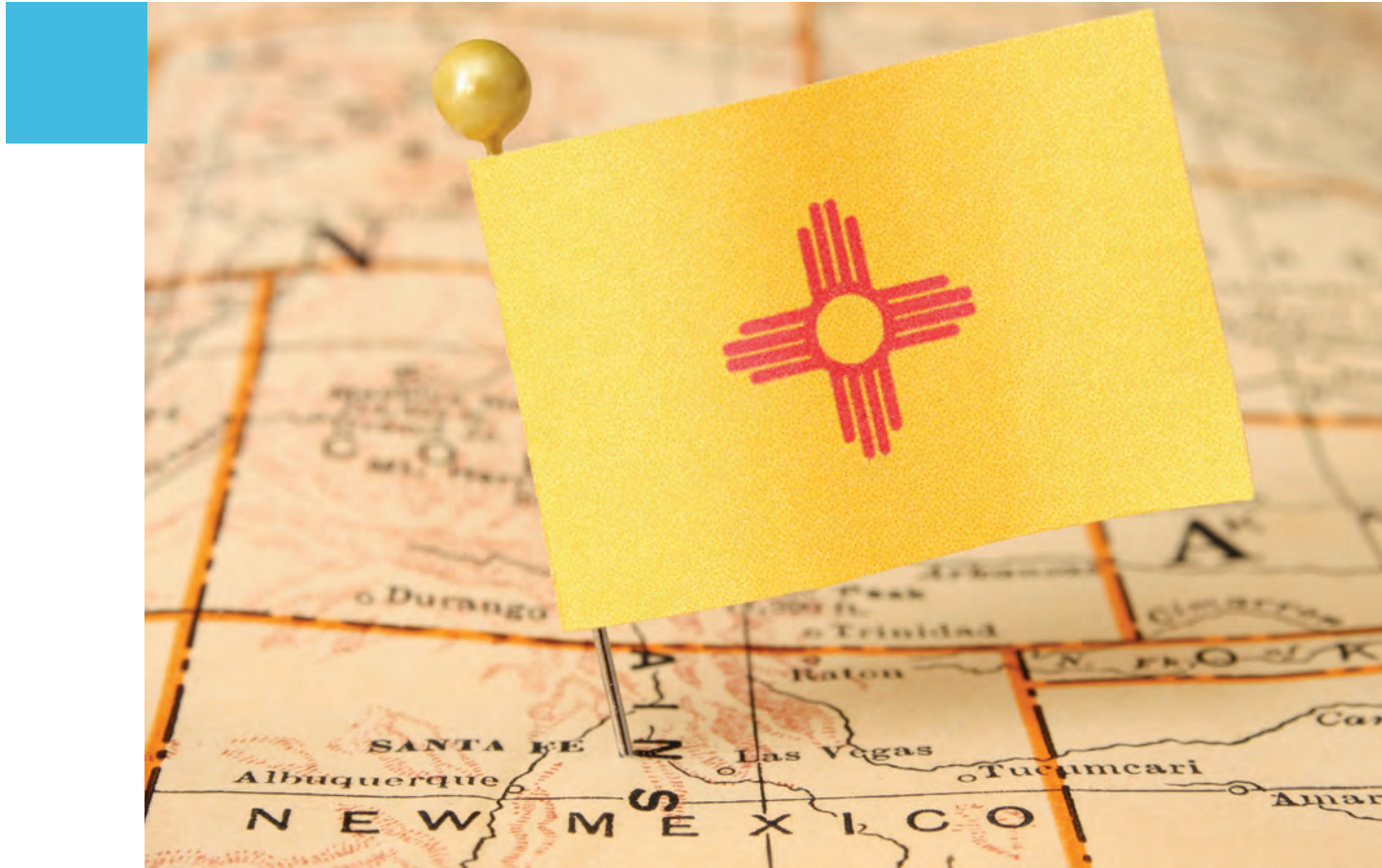




# 2018 ANNUAL REPORT



# Building New Mexico's Economy One Business at a Time



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**NEW MEXICO  
SMALL BUSINESS  
DEVELOPMENT  
CENTER**



# NETWORK PROFILE

## EXPERIENCE

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The New Mexico Small Business Development Center Network (NMSBDC) was established in 1989 through a partnership with the US Small Business Administration, the State of New Mexico, the New Mexico Association of Community Colleges, and the New Mexico Association of Independent Community Colleges. The NMSBDC Network State Office is located on the campus of the Santa Fe Community College in Santa Fe, NM. The program provides no cost business consulting and low cost business training to all New Mexico entrepreneurs. The 18 NMSBDC service centers and 7 satellite offices are strategically located throughout the state of New Mexico. The highly skilled NMSBDC staff is comprised of business professionals with small business management and ownership expertise. The pride and dedication of the consultants shines through the successes of the small businesses they help each year. The International Business Accelerator, located in Santa Teresa, NM, is a one-stop shop of resources for New Mexican businesses and individuals wishing to introduce their product or service into the global market. The New Mexico Procurement Technical Assistance Center is the bridge between business and government. The program is designed to help NM businesses learn what they need to know about doing business with governmental entities, help NM businesses connect to government procurement decision makers, and assist businesses to ultimately win government contracts.

## EDUCATION

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The consultants of the NMSBDC have earned Bachelor's Degrees, Masters Degrees and Doctoral Degrees from colleges and universities all over the nation, from the University of New Mexico to the University Of Notre Dame.

## AREAS OF EXPERTISE

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As a statewide provider of entrepreneurial and business development services, the New Mexico SBDC Network plays a vital role in New Mexico economic development by assisting entrepreneurs at every stage of the business life cycle. The NMSBDC has assisted thousands of emerging and growing businesses by providing the professional expertise, tools, and information necessary to make sound business decisions in a complex and ever-changing marketplace.

In addition to the NMSBDC's key service offerings of consulting provided at no-cost, training, and business research, the New Mexico SBDC Network also provides a comprehensive toolkit of specialized services for qualifying businesses looking to accelerate market growth, including: Growth Acceleration, International Trade, Government Contracting, and Business Continuation.



## ACHIEVEMENTS

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The NMSBDC continues to be honored by the Association of Small Business Development Centers with full accreditation status. The ASBDC represents the collective interest of all members through a comprehensive Malcolm Baldrige based accreditation process. This process ensures the delivery of nationwide educational assistance to strengthen small business management, thereby contributing to the growth of local, state, and national economies.

The ASBDC recognized Trish Livingston, Center Director of the SBDC at New Mexico State University Alamogordo at their National Convention in Washington, DC as the 2018 New Mexico State Star.

The SBDC at New Mexico State University Alamogordo under the direction of Trish Livingston was recognized with the NMSBDC Center of the Year award for its exceptional processes and overall contribution the mission and vision of the NMSBDC Network. The SBDC at New Mexico State University Grants under the direction of Denise Chavez received the NMSBDC Job Creator of the Year award for its outstanding achievements in small business development in their community and surrounding areas.

With the support of the New Mexico Legislature, U.S. Small Business Administration, U.S. Department of Defense, our host institutions and all of our economic development partners, the NMSBDC has once again achieved all of the goals set out for this fiscal year.



# NMSBDC 2018 IMPACT

## CLIENT ACTIVITY

### 3,802 Total Clients

2,907 SBDC | 798 PTAP | 97 IBA

## SEMINARS & WORKSHOPS

Program	Total FY 17/18	Attendees
SBDC	186	1,962
PTAP	95	1,146
IBA	21	1,592
		<b>4,700</b>

## CLIENTS SERVED

Type	Total FY 17/18
Veterans	156
Hispanic	1,025
Caucasian	1,532
African American	133
Native American	224

## CLIENT GENDER

Gender	Total FY 17/18	Percent
Male	837	29%
Female	778	27%
Male/Female	1,292	44%
<b>Total</b>	<b>2,907</b>	<b>100%</b>

## AREA OF ASSISTANCE

Area of Counseling	Total FY 17-18
Business Accounting/Budget	141
Business Plan	627
Buy/Sell Business	141
Cash Flow Management	40
Customer Relations	48
eCommerce	9
Engineering R&D	7
Financing/Capital	390
Franchising	7
Government Contracting	70
Human Resources/Employee Mg't	61
International Trade	6
Legal Issues	189
Managing a Business	701
Marketing/Sales	449
Start-up Assistance	1,576
Tax Planning	188
Technology/Computers	24
Other	39
<b>Total Counseling Sessions</b>	<b>4713</b>

**Our 2018 Results in the Region & Statewide. Brought to you by the  
New Mexico Small Business Development Center Network**

## JOBS CREATED & RETAINED

### 4,193 TOTAL

	Total Jobs	Created	Retained
SBDC	1,376	1,014	362

	Total Jobs	Created
IBA	138	138
PTAP	2,6	2,679

## INDUSTRIES SERVED

Type	Total FY 17/18	Clients Served
Retail	199	7%
Service	645	22%
Wholesale	16	1%
Manufacturing	137	5%
Construction	121	4%
Other	1,789	62%
<b>Total</b>	<b>3,144</b>	<b>100%</b>

## CAPITAL FORMATION

Time Period	Amount	Number of Businesses
Total FY 17-18	\$50,877,599	457
July 1992-September 2018	\$899,207,478	6,746

## NEW BUSINESSES CREATED

Time Period	Number of Businesses
Total FY 17-18	270
July 1991-September 2018	9,682

## IBA INTERNATIONAL BUSINESS ACCELERATOR

2006 TO PRESENT		
Exports	Imports	Businesses Started
\$539,886,565	\$6,428,768	70
Jobs Created & Retained	Equity Investments	
1,034	\$177,539,220	

## PTAP PROCUREMENT TECHNICAL ASSISTANCE PROGRAM

2008 TO PRESENT	
# of Prime Contracts	Dollar Value of Prime Contract Awards
2344	\$344,316,728
# of Subcontracts	Dollar Value of Subcontract Awards
68	\$13,027,877

## APACHE HOMELANDS LLC

*The Fort Sill Apache Tribe*

**Years in Business:** 3

**Type of Business:** 8(a) Government Contractor

**Number of Employees:** 90

**Community:** Albuquerque

**SBDC:** Procurement Technical Assistance Center



Apache Homelands LLC is a wholly owned subsidiary of Fort Sill Apache Industries (FSAI). FSAI in turn is owned by the Fort Sill Apache Tribe of Lawton, Oklahoma. Because the Fort Sill Apache Tribal members are descendants of the Chiricahua Tribe whose homeland is Southwestern New Mexico, Tribal leaders chose to name the new Albuquerque based company Apache Homelands. The company was established in March of 2016 to pursue federal government contracts. They were granted their 8(a) in September of 2016. Apache Homelands is headed by Mr. John Melton who has over 42 years of government contracting experience.

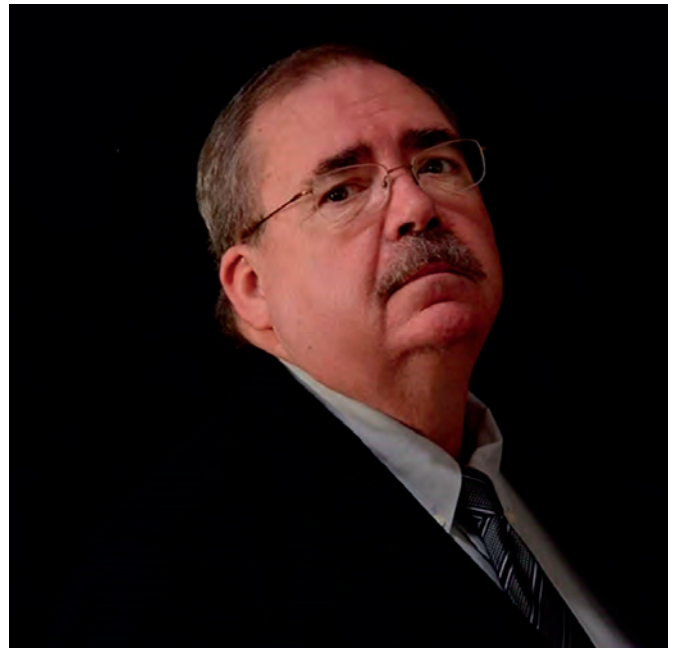
The headquarters for FSAI and Apache homelands is located at 320 Gold Ave., Suite 1200 in Albuquerque.

In less than three years, Apache Homelands has grown from \$0 in sales and 1 employee to \$8,000,000 in sales and 90 employees in New Mexico, Maryland, and Florida. As a direct result of this success, Apache Homelands has created 5 full time jobs and 25 seasonal jobs in New Mexico. Further, the company provides internships to Native American business students at the University of New Mexico. Federal customers include NASA and the US Forest Service.

"PTAC was instrumental in assisting Apache Homelands when we were establishing a presence in New Mexico. Lenny Bean and Diane Howell assisted us in contacting and meeting local Government agencies." Says John Melton.

Apache Homelands has established long term goals and is projecting sales of \$50,000,000 per year by 2023. As growth continues, more jobs will be created in the Albuquerque area.

Apache Homelands employees have received several awards recently, including the coveted Silver Snoopy award at NASA Kennedy Space Center.





# INTERNATIONAL BUSINESS ACCELERATOR - IBA

## MLINARES APIARIES LLC

*Martin Linares*

**Years in Business:** 10

**Type of Business:** Beekeeping

**Number of Employees:** 1

**Community:** Las Cruces/ Santa Teresa

**SBDC:** International Business Accelerator



For more than 25 years, Martin Linares has worked in the beekeeping industry. He has long been aware of the benefits that bee products have for people and the environment in general. In 2009, Mr. Linares formed his own company, Mlinares Apiaries, LLC, dedicated to the production of natural bee products. He and his family started with a few hives, but struggled due to the lack of economic resources. In 2016, Mr. Linares approached the IBA to seek help for growing his business. States, Mr. Linares, "I remember with pleasure the first interview I had with the IBA staff, they were very kind and gave me very good advice and motivation to continue with the project.

The orientation provided by them was fundamental and necessary to realize that me and my family can achieve our goals." The joint work on this project has resulted in a very considerable growth for his company. Becoming ready to import and creating a market for our products has not been an easy task, but thanks to the support and guidance that the IBA has provided to Mlinares Apiaries, the company has successfully imported honey from Mexico into the U.S., and has found clients interested in buying its products.

Mr. Linares states, "Originally, our plan was to sell honey locally, but we have seen the opportunity to expand the sale of our products around New Mexico and other states. We have received excellent assistance from Priscila Gurrola. For us, she has been a motivation to succeed. We have been invited to attend trade shows and trainings that are great for the development of every company. I recommend small companies to come to the IBA, they will receive excellent advice and assistance. Without their help, it would have been very difficult for us to achieve our goals. Thank you IBA!"



# ALAMOGORDO



Ron & Pam Gallien (Owners of Gallien Therapy)



## GALLIEN THERAPY SERVICES, INC.

*Pam and Ron Gallien*

**Years in Business:** 23

**Type of Business:** Speech and Physical Therapy Services

**Number of Employees:** 12

**Community:** Otero and Lincoln Counties

**SBDC:** New Mexico State University AlamoGordo

Pam Gallien, Speech-Language Pathologist, started her business in 1994 working from home, and in 1996 she purchased Digame Speech and Language Consultants. Digame was an existing business with a ten-year history of serving the AlamoGordo community. In 2005, the business name was changed to Gallien Therapy Services to reflect the expansion of services to include orthopedic physical therapy. Ron Gallien joined the business at that time as a physical therapist and Vice President of the company. It wasn't long before Gallien Therapy Services outgrew their original location and the Galliens designed and built a new 3,000 square foot facility to house their practice. Eleven years later, the Galliens are now in the process of expanding to a second satellite location for their speech pathology division. Funding for the expansion was made possible by a loan through First American Bank in AlamoGordo.

Gallien Therapy Services offers physical and speech therapy services, and their mission is to provide patients with the best possible care to maximize their strengths, enable them to reach their fullest potential, and enhance their quality of life. The speech pathologists at Gallien work with both children and adults who have communication and swallowing deficits. Whether it is a child with a developmental delay or an adult who has lost the ability to speak after a stroke, the goal is achieving functional skills to live life to its fullest. Gallien physical therapists work with patients after an injury or accident to help them regain their ability to return to the activities they enjoy. Gallien Therapy Services offers the only outpatient speech therapy services in Otero and Lincoln Counties and is home to the only orthopedic specialty clinic in the area.

In 1996, Pam attended a 16-week Small Business Planning course hosted by the Small Business Development Center and New Mexico State University AlamoGordo. "If it were not for that 16-week course, I could have never started that home business. It gave me the tools to get started and to grow. I would never have had the courage to go into business without it. The SBDC has been there every step of the way and has helped me to develop the skills needed to run my business, so I can do what I love... help people." - Pam Gallien, President of Gallien Therapy Services, Inc. In addition, the SBDC has guided Gallien Therapy Services through the request for proposal bidding process, business expansion, business management and human resources issues. Pam has also attended numerous SBDC trainings and events including marketing workshops and a Women in Business Luncheon.

Gallien Therapy Services, Inc. continues to expand in order to offer needed services to the community. The business is committed to the citizens of Lincoln and Otero Counties. They are also honored to serve the military families of Holloman Air Force Base. Gallien Therapy and information regarding their services can be found online at [www.gallientherapy.com](http://www.gallientherapy.com). Gallien Therapy Services is in the business of changing lives for the better.

*Patient & Pam Gallien (Owner of Gallien Therapy)*



*Dr. Ken Van Winkle (President, NMSU AlamoGordo) & Pam Gallien (Owner of Gallien Therapy)*

## POP FIZZ

Rafael, Carlos, and Lorenzo Alvarez

**Years in Business:** 5

**Type of Business:** Frozen Treat Manufacturing/Retail

**Number of Employees:** 20

**Community:** South Valley and Los Ranchos

**SBDC:** Central New Mexico Community College



### A Recipe for Success

Pop Fizz...These two little words have brought much joy and happiness to so many people! This small business powerhouse started only five years ago and has grown to become a solid manufacturer, wholesaler, and retailer of Mexican-style paletas (frozen treats) with an American soda fountain twist.

Rafael Alvarez co-founded Pop Fizz with his two sons, Carlos and Lorenzo, to bring the most delightful frozen desserts to Albuquerque, NM. As kids living in El Paso, Texas, the two brothers visited paletas in the area and in Juarez, Mexico with their father. Paletas easily became their favorite summertime treat as well as their inspiration for Pop Fizz.

The Alvarez family learned quickly that their key to success was literally at their fingertips. Made only of all-natural ingredients such as fruit, vegetables, and real cane sugar, Pop Fizz combines both Mexican and American cultures in offering these delectable cold treat favorites.

After opening their first location in the heart of Albuquerque's South Valley in 2013, Pop Fizz's popularity quickly grew as they soon realized their production supply could not keep up with customer demand. The company struggled with electrical and storage capacity and production challenges and faced their first round of growing pains. Utilizing their strong drive and determination, the Alvarez family secured financing with The Loan Fund to purchase new equipment and hire new employees to meet customer demand and expand operations.

In early 2014, the Alvarez family began offering their paletas, unique sodas, and tasty eats to a new and more popular venue located inside the Albuquerque Hispanic Cultural Center. This new location provided access to a commercial kitchen and freezer space enabling the development of new products such as Ice Cream Tacos, new paleta flavors such as Avocado and Mangonada, and even new frozen Paw-letas for pets.

Once Pop Fizz expanded their operations, the company was able to obtain exclusive catering rights for all events at the National Hispanic Cultural Center. The company combined all of its new products, its unique and fun catering events, and their two mobile units to create memorable and endearing products and services.

Pop Fizz proudly participates in different community outreach projects that combine their love of tasty frozen treats with making a difference in the community. Pop Fizz continuously works and collaborates with local schools and non-profit organizations to help raise funds for local projects and community initiatives. The company also participates in community events such as Tasty Tuesday in Hyder Park, Route 66 Summer Fest, Downtown and Los Ranchos Growers Markets, and other grassroots events designed to bring people from the community together in fun and unique venues. Another way Pop Fizz is making a difference is through their recycling efforts by providing recyclable plastic packaging, cups, spoons, straws, and popsicle sticks in doing their part to move our community toward a more Eco-conscious and sustainable future.

The Small Business Development Center at Central New Mexico Community College ("SBDC") has played a vital role in helping Pop Fizz establish their vision and focus on the frozen treat market in Albuquerque's South Valley. "The SBDC helped us focus on our direction. When we first started, we needed direction and guidance. They helped us to nail down our main objective: paletas. At our little shop in the South Valley, we were busy doing other things that took away from our main goal. We were able to refocus and look at the bigger picture of future expansion and possibly wholesaling. This guidance of looking toward the future shaped our long-term vision," said Lorenzo Alvarez.

This direction led Pop Fizz toward its current expansion and the opening of their newest space: The Pop Fizz Lab. The new space houses additional production capacity and a new retail location for the company in Los Ranchos. Their latest venture into manufacturing and retail hopes to be the catalyst the company is looking for to propel Pop Fizz into the general consciousness of frozen connoisseurs everywhere. The Alvarez family's dream of wholesale and retail expansion will be a reality with their newest location. The grand opening celebration of the new facility took place on August 31, 2018.







## MEGA POWER ELECTRIC, LLC

*Shane & Meagan Carpenter*

**Years in Business:** 3

**Type of Business:** Electrical Contractor

**Number of Employees:** 18

**Community:** Carlsbad

**SBDC:** New Mexico State University Carlsbad



MEGA Power Electric, LLC was established in 2015 by Shane and Meagan Carpenter, offering electrical contracting, specializing in commercial, industrial and oil and gas. Shane had been a licensed electrician with many years of experience working for himself and Meagan had just finished her business degree with a seasoned background in office management. The couple wanted to pursue a career where they could run a family business, as well as getting involved in the community.

By July 2017, the company was growing, and FAST! They weren't prepared for this huge increase. They sought assistance from the SBDC at NMSU Carlsbad and anticipated receiving some general help, maybe some information to read over. Over the next two months, the Carpenters, the SBDC at NMSU Carlsbad and Carlsbad National Bank collaborated to secure financing required to satisfy short-term cash needs and soothe growing pains.

MEGA Power Electric, LLC continues to grow. The company has successfully landed more contracts and has been able to retain employees as well as provide additional jobs. Having experienced employees from all across the board, they pride themselves on diversity and are able to offer services to many types of industries. This has resulted in favorable outcomes by not limiting their services to certain types of jobs. They do a lot of local work and like to encourage contractors to use local sub-contractors. Shane and Meagan have also been able to donate to their local schools and do volunteer work as well.

"We would recommend the SBDC to any new business who is struggling to get through the inevitable growing pains that the first few years present. Starting a business is stressful in so many different ways. For us the SBDC was a Godsend!"

Shane and Meagan have big plans to continue to grow and be a fixture in this community for a very long time. They have both been awarded with The Carlsbad Chamber of Commerce, Carlsbad 40 Under 40 award, honoring forty dynamic young leaders for both their occupational and community leadership.





## EL CAPORAL WESTERN WEAR, LLC

*Jesus and Martha Hinojos*

**Years in Business:** 10

**Type of Business:** Western Wear and Cell Phone Retail

**Number of Employees:** 4

**Community:** Clovis and Portales

**SBDC:** Clovis Community College



### ***From boots to shirts and everything in between, “Today’s Modern Cowboy” is ready for work or play.***

After visiting El Caporal Western Wear, LLC, it is clear to see that owners Jesus and Martha Hinojos are the true definition of entrepreneurs. Since their relationship began with the New Mexico Small Business Development Center in 2007, they have started four businesses in Eastern New Mexico and West Texas.

Because clothes are a major need for the population in this area, Jesus and Martha saw a niche opportunity in the western wear retail clothing market with a specific focus to the Hispanic cowboy and cowgirl. With Jesus’ vast background in retail and ample resources to begin a lifelong dream of becoming a business owner, his relationship with the Small Business Development Center at Clovis Community College began. He started by attending several seminars and workshops to increase his business knowledge.

Within a year of working on his business plan, Jesus successfully opened his doors. Jesus expanded his product line to include small selected food items, calling cards and cell phone plans. In 2012, Mr. Hinojos decided to seek financing to purchase the building where his business was operating. The SBDC provided assistance in developing his financing proposal and the Bank of Clovis provided the financing needed to move his business to the next level.

In 2012, the Hinojos’ decided to open a cell phone retail store in the Portales service area and again, reached out to the SBDC for assistance. Martha attended several seminars and workshops to build her knowledge of the business side of ownership. A plan was created and the Hinojos’ successfully opened their second business Clovis Wireless, LLC dba Tex-Mex Communications.

“The whole staff is very helpful, friendly and informative...very attentive”, said Jesus Hinojos, Owner and President of El Caporal Western Wear.

The Hinojos’ plan for the future is to expand the western store and continue the operation of the cell phone stores.





## TRUNET INC.

Jeff and Melissa Atencio



**Years in Business:** 23

**Type of Business:** Information Technology Sales and Service

**Number of Employees:** 4 Full Time 2 Part- Time

**Community:** Española

**SBDC:** Northern New Mexico College

Left to Right: Aaron, Analeez, Melissa, Ezekiel, Jeff, Alejandro

**NORTHERN**  
New Mexico College



### ***Teaching our children that they can build and create their own professional destiny through entrepreneurship***

TruNet Inc., is a computer services, informational technology solutions company that offers IT solutions for residential and commercial customers. Services include Sales and Support; Help Desk Support; Network and System Management; System Administration; Network Administration; Security Assessment and Support; Network Design, Install and Maintenance. TruNet Inc. is a family business. Jeff and Melissa and their four children all contribute to their company's mission. Aaron, age 21 is a certified Network Administrator and Installer. Alejandro, age 18 is a Support Technician and Social Media Manager. Analeez, age 17 is a Marketing/Social Media Manager and Ezekiel age 11 is a Technician in Training, shreds paper, and does office janitorial.

***"The Española SBDC was the first organization to help me with my startup 15 years ago, SBDC Director Julianna Barbee provided great resources for all the different requirements that I needed such as training, marketing, accounting, etc. and she helped us create our first logo and slogan as well as creating our marketing material."*** Says Owner Jeff Atencio.

Jeff grew up in a family owned business and has always had the entrepreneurial spirit. At a young age he learned about the economic impact of owning a business and the positive effect it would have not only for his own family but also for his community. "I knew with hard work and determination, I could grow a business that could support my family, as well as allow my children the opportunity to build on that foundation." Says Owner Jeff Atencio. "The kids have always worked and been involved in the day to day operations since they were young. Each one has a unique talent and can help in different areas of the business." Jeff and Melissa are strong role models for their children, they believe that hard work pays off and that if their children want to create and build their own professional destiny they feel they can. Together as a family they continue to follow

their dream and never give up. They know there will be obstacles and days when it's a lot of work but together they persevere and deal with things one day at a time. "I have taught my kids to follow the rules and regulations and have instilled in them that there are no short cuts," says Owner Melissa.

TruNet recently celebrated 15 years in business and has expanded into a new location. Their future plans include continued excellent customer service and response, dispatch service online and phone that allows for immediate access to service request, shorter response times, expanding to offer clients more surveillance and security solutions, and continue efforts to be a one stop shop for everything technology.

***"The Española SBDC is a very valuable service to small businesses because they provide economic development in the Española Valley that is very much needed. One way to create jobs and increase the economy is through the creation and retention of small businesses. The Española SBDC not only helps in the startup phase of these businesses, but also helps throughout the different phases of a growing business."***

TruNet Inc. has received an SBA ARC Loan, and has also received assistance from the Regional Development Corporation.

***"Knowing that our customers received excellent service and that they are satisfied with our service and seeing our children display the same work ethic and customer service that we have taught them makes us smile at the end of the day,"*** says Jeff and Melissa.



## JACK'S PLASTIC WELDING, INC

*Errol Baade and Jack Kloepfer*

**Years in Business:** 35

**Type of Business:** Manufacturing

**Number of Employees:** 12

**Community:** Aztec

**SBDC:** San Juan Community College



### *Outdoor Recreation at its Best*

Jack's Plastic Welding, Inc. which started in 1983, moved from Bondad, CO to Aztec, NM in 1990. Jack's started fabricating whitewater rafts, dry bags, and waterproof mattresses. They grew from that niche by using rugged fabrics to build emergency spill containers and pipe plugs for the oil and gas industry. Recent aerospace prototype work has resulted in a 1-year contract for supplying Recovery Rafts and Stabilization Collars to Raytheon for one of our NASA manned space capsules. "The niche for prototype work has provided some interesting challenges, which has helped us, grow and become more flexible" said Errol Baade. That niche has included projects from small inflatable items for Medical training devices to inflatable sleds to do ice core studies in Greenland and Antarctica, and to inflatables to help study and work on saving Coral Reefs. The company is transitioning to employee owned which will allow Jack Kloepfer to retire. Errol Baade is the CEO who is overseeing the transition and company growth.

Jack and Errol are supportive of education to improve business operations. Most of their staff has attended courses offered by the New Mexico Manufacturing Extension Partnership to create processes that all can follow. The company has worked hard to develop a team-oriented philosophy. This allows ideas for improved efficiency to flow from bottom to top, which in turn keeps the business flexible so they can do those prototypes ranging from a 1.5" x 2.5" inflatable to an inflatable sled that carry supplies for a 30 day trip across Greenland and Antarctica. As owners, they have attended NxLevel Entrepreneur Training and Emerging Leaders. Working with the SBDC has also helped them focus on growing the business and maintaining profitability while also focusing on the day-to-day tasks.

"SBDC has been instrumental in our growth and continues to be as we move into another expansion." Errol Baade CEO JPWINC Jack's Plastic Welding, Inc. continues to grow its product line, customer base, and leadership density. They have outgrown their current space and are working on finding a good location to house a larger manufacturing facility. They will complete their ISO 9000 certification in spring 2019, which will lead to additional opportunities. This 35-year-old company is poised to continue going strong far into the future.







## GALLUP PIPELINE AND COMPLIANCE SERVICES, LLC

*Roger and Rae Marie Montano*

**Years in Business:** 3

**Type of Business:** Cathodic Protection & Maintenance

**Number of Employees:** 9

**Community:** Gallup

**SBDC:** University of New Mexico Gallup 



The Small Business Development Center at UNM Gallup is proud to honor Gallup Pipeline & Compliance Services, LLC as their newest Star Client. Based in Gallup, New Mexico and owned by Roger and Rae Marie Montano, this local business concentrates on energy specialty services and provides protection, pre-excavation and installation services to gas, oil, water and power industries.

The Montano's have a strong commercial enterprise background which favorably positions them to serve the pipeline support needs of the greater McKinley County area. Roger has earned several certifications in the energy industry in the last 10 years, while Rae Marie has accumulated over 30 years of administrative and office-management skills. Gallup Pipeline & Compliance Services primarily focus is on markets which include natural gas transmission lines which transport from the San Juan Basin and the West Texas fields to the power plants of Arizona, California and Mexico. Roger notes, "The aging infrastructure has to be protected or upgraded in order to meet compliance criteria set forth by government mandates."

With the assistance of the SBDC at UNM Gallup, the Montano's were able to leverage their marketing and government contracting goals. Roger says, "With the guidance and assistance obtained from Ms. Cynthia M. Jarvison of the Gallup SBDC, we got help in facilitating the contract process by ensuring that we are aware of what we were to have in place to gain the competitive edge on the bigger contractors who threaten our small business existence."

"When you are a small contractor, you've got to be nimble. Taking advantage of government programs is a good way to do just that." The SBDC was able to help the Montano's by familiarizing them with the process of applying for and obtaining government contracts and taking advantage of higher energy demands which will require new infrastructure leading in turn to requirements for protection, upgrade and repair.

For the Montano's, the SBDC offered the support and information they needed to establish and grow their business. "We were able to produce a quality government profile and capabilities statement for our business. She (Jarvison) was so patient and thorough in meeting our needs that we always felt comfortable reaching out to her when we had questions or needed clarification. Without Gallup SBDC's assistance we would have still been trying to figure out the maze of registrations."

Dr. James Malm, UNM-Gallup Chief Executive Officer, is proud of the work of the SBDC. "Whenever we can support the development of small businesses we are fulfilling our mission of helping people achieve their educational and professional goals. I offer congratulations to the Montano's in their venture and wish them continued luck and prosperity."

For more information on Gallup Pipeline & Compliance Services visit them at [www.galluppipeline.com](http://www.galluppipeline.com) or call (505) 863-8066.





## CHAVEZ PLUMBING AND SUPPLY, LLP

*Demetrio Chavez Jr. and Demetrio (Jude) Chavez, III*

**Years in Business:** Plumbing since 1971 & retail plumbing supply since July, 2017.

**Type of Business:** Plumbing service and supply

**Number of Employees:** 2 full time and 1 part time

**Community:** Grants

**SBDC:** New Mexico State University Grants



Chavez Plumbing and Supply, LLP opened the doors to the retail arm of their plumbing business at 500 E. Santa Fe Avenue in Grants, NM on July 1, 2017, however their plumbing installation and service business has been a well-known part of Cibola County's business community since 1971.

On July 8, 1971, Demetrio Chavez, Sr. started his plumbing business and in no time, Chavez Plumbing became a trusted household name for residents in Cibola County. As time went on his son, Demetrio Chavez, Jr., began working in the business with his dad and ultimately assumed ownership after his father's unexpected death in 1987. In 2017, Demetrio 'Jude' Chavez, III took the family business into the world of retail when Chavez Plumbing became Chavez Plumbing and Supply and opened their doors at 500 E. Santa Fe Avenue.

While they hoped this was the right decision, they had no idea the community would embrace it so enthusiastically. A few months after they opened, their service and installation business more than doubled and the store was attracting area contractors as well as home owners. During the first six months, their retail sales exceeded \$40,000 and at the end of the first year, their sales topped \$94,000.

With the expansion into retail sales of plumbing supplies, Chavez Plumbing and Supply, LLP, now employs 2 full time and 1 part time employee. However, the operations of the business also includes other members of the extended family that help where needed including maintaining their presences on social media and the company logo, which was designed by Jude's daughters.

"Our family business has been serving Cibola County since 1971 and in a small community like ours, it is refreshing to see an establishment that is here to support small business. We truly appreciate the impact the Grants SBDC has left on us and the great resource it has become with our new venture"

In addition to being the Grants SBDC 2018 Star Client, Chavez Plumbing and Supply, LLP was featured as the Spirit of Cibola Spotlight in the local newspaper. They will be featured in the Cibola Treasurers program on the local cable channel. They also just recently added U-Haul truck/trailer rental and supplies to their business repertoire to fill a void in the community.



## SHERIF PEDIATRICS CLINIC

*Ali Sherif, MD. FAAP.*

**Years in Business:** 4

**Type of Business:** Medical Clinic

**Number of Employees:** 8

**Community:** Hobbs

**SBDC:** New Mexico Junior College



### ***Building, Establishing, and Growing a Successful Pediatric Clinic!***

Sherif Pediatrics Clinic was established in 2015 by Dr. Ali Sherif with a vision for all parents and guardians to have access to comprehensive medical care for their children. The business is focused on providing multi-disciplinary and integrated medical services in Lea County. The continued success of the business highlights the longevity of success for a long-time client of the Small Business Development Center at New Mexico Junior College.

Dr. Sherif was born in Mansoura, Egypt and completed medical school at Mansoura University. Additional medical training in internal medicine, kidney diseases and transplantation was accomplished in Egypt and Japan where he received his PhD. In 2006, Dr. Sherif relocated to the United States and began his pediatric residency training in Corpus Christi, Texas. He completed his pediatric residency training at Texas A&M University in 2009 and joined a pediatric nephrology fellowship at the Children's National Medical Center in Washington DC. In 2010, Dr. Sherif obtained his American Pediatric Board Certification.

Moving to Hobbs, New Mexico in 2010, Dr. Sherif was employed as a pediatrician at the local medical center. After serving Hobbs for several years, Dr. Sherif had a vision to start his own practice to further accomplish his personal goals to share his passion for medicine, children and life. With the assistance of the SBDC at NMJC, Dr. Sherif began the journey to making his dreams a reality.

"The SBDC-NMJC helped me to establish a feasibility and financial plan for the establishment of the clinic. With this study, I was able to apply for financing to start my practice and the continued assistance of the program has helped me have a better vision for successfully managing my practice."

Sherif Pediatrics Clinic is a friendly medical practice based in responsible medicine, family education and teaching. The clinic prides itself in providing comprehensive medical care for children from birth to young adult. The business offers state of the art equipment and is a place where parents can discuss each and every concern they may have about their child's well-being. Dr. Sherif goes above and beyond to be available 24/7 by phone to answer parent's concerns about their child's health.

Sherif Pediatrics Clinic has been growing and adding new patients daily. With this continued growth, Dr. Sherif plans to expand and open a new branch of his clinic soon which will open more job opportunities for the community and offer additional health care services for Hobbs and Lea County.



## TRUTH OR CONSEQUENCES BREWING COMPANY

*Marianne Blaue and John Masterson*

**Years in Business:** 1

**Type of Business:** Brewery

**Number of Employees:** 12

**Community:** Truth or Consequences

**SBDC:** Doña Ana Community College



### *Brewing Up New Business in Hot Springs*

Travel enthusiasts, Marianne Blaue and John Masterson, decided to relocate to Truth or Consequences, NM after staying in the cozy little town along the Rio Grande. Besides year-round sun, blue skies, vast mountains, and amazing hot springs, the couple fell in love with the sense of community, an array of artists, and an abundance of friendly people. In their minds, one thing would make the town perfect – a place where they could find a great beer.

Moving from Washington State to this desert gem, meant these soon-to-be business partners needed plenty of advice -- on business, brewing beer, the perfect location, and planning at all levels.

The Small Business Development Center at Doña Ana Community College offered business planning, financial projections, demographics reports, lending and other development advice; Central New Mexico Community College delivered brewery training; while Main Street in T or C provided the location.

When challenges arose – zoning, renovating to code, working with engineers and architects, the pair juggled all simultaneously. Warnings about finding reliable staff were unfounded. The couple agree that they are blessed to have a terrific team always eager to learn and work hard. With the assistance of the SBDC, Marianne and John were able to receive funding from Local Economic Development Act (LEDA), USDA, and 1st Savings Bank for the startup of the Truth or Consequences Brewing Company.

Creating the perfect “go-to destination” was just as easy. The duo’s joint passions, for community, promoting artists, and having fun, led them towards serving on local boards as well as participating in fund raisers. Today, the brewery is a popular hub with hosting gatherings and presentations, where tourists and locals can meet and learn. Live music and art-filled walls showcase area talent and craft beers along with great food entice people to stay late into the evening; downtown is a stir of activities.

Offering their advice, Blaue and Masterson say, “We would recommend any aspiring entrepreneur to consult with SBDC, to better understand what it takes to make a great idea into a great business.”





## KEAR AUTOMOTIVE SERVICE & REPAIR

*Terrance Kear*

**Years in Business:** 2

**Type of Business:** Automotive Service & Repair Shop

**Number of Employees:** 4

**Community:** Springer & surrounding areas

**SBDC:** Luna Community College



After 27 years of providing automotive and diesel repairs to the community of Springer and the surrounding areas, Mr. Terrance Kear decided to open up his own shop to continue to serve current and future customers. The company's mission is to provide the best possible service to every customer, so they will return again in the future. Terrance has proven himself to be one of the best automotive and Power Stroke diesel repairers for miles around.

Kear Automotive Service and Repair provides maintenance and heavy line auto repair for small cars to light duty trucks that include diesel engine repair. Terrence Kear is ASE Master certified and carries his Ford Senior Master and Ford Diesel Certifications. The business is a critical part of Northeastern New Mexico being that the automotive service and repair shop is located off of the I-25 highway with numerous small farming and ranching communities within an hour, whereas larger shops are over two hours away. Customers come from Mora, Ocate, Raton, Las Vegas, Farley, Roy, Gladstone, Angel Fire, Eagles Nest, Cimarron, Mosquero, and other small communities making his shop vital to meet the needs of his customers. Kear Automotive has teamed up with a past Star Client, Napa Auto Parts, to be a supplier of parts for the business.

The SBDC assisted Terrance in successfully writing a business plan in hopes of obtaining financing, compliance with the state and federal regulations, and continuous support of running the business. As a result, the proposal was used to start the business by solidifying financing from the First National Bank of Trinidad in addition to owners investment to build a custom 5,000 sq. ft. shop that meets the needs of Terrance and his staff. Terrance states, "The Small Business Development Center helped me to present an impressive business plan. Thanks to their help, I was able to get approved for the loan that made this dream come true. Thank you for all of your help." Future plans include working towards becoming the leading provider of automotive repair and service in Northeastern New Mexico.



***"The Small Business Development Center helped me to present an impressive business plan. Thanks to their help, I was able to get approved for the loan that made this dream come true. Thank you for all of your help."***



## LOS ALAMOS CHIROPRACTIC CENTER

*Dr. Charles Lenz, DC*

**Years in Business:** Chiropractic Clinic

**Type of Business:** 22

**Number of Employees:** 6

**Community:** Los Alamos

**SBDC:** University of New Mexico Los Alamos



Los Alamos Chiropractic Center (LACC) has been serving the Los Alamos community and surrounding areas for over thirty years. LACC shares a building with Acupuncture Center of Los Alamos and Sage Integrated health, which is composed of massage and posture therapists. The building is located in the Mary Deal Building, and shares a parking lot with the movie theater.

On July 1, 2018, Dr. Charles Lenz, DC purchased Los Alamos Chiropractic Center. His goal is to continue to provide excellent chiropractic services to Los Alamos and surrounding areas for another thirty years. The mission is to help every man, woman, and child experience optimal health through specific chiropractic care. Having a healthy spine is important from birth to a person's final days of life. Dr. Lenz is experienced at providing care to people of all ages, and understands the healthcare needs at different stages of life.

"When starting the loan process, I didn't realize how involved the paperwork was going to be. I spent countless hours searching the internet trying to figure out the proper way to prepare these documents with not much luck. I contacted Joseph Montes at NMSBDC and was able to meet with him and discuss my situation and what was needed. He was extremely helpful throughout the process. The only thing that I regretted was not getting in contact with him sooner, it would have reduced a lot of stress and headaches. He was able to explain to me what was needed and why. I don't believe that I would be a business owner today if it wasn't for his help."

Since being a part of Los Alamos Chiropractic Center, Dr. Lenz has been able to quickly establish a patient base. He is now helping the people of Los Alamos achieve optimal health through safe and gentle chiropractic care. At LACC almost all insurance is now accepted, including Blue Cross Blue Shield which is the insurance that the lab employees have, and more recently have become participating providers for Medicare.

"I am very grateful to Joseph Montes of the New Mexico Small Business Development Center. The service provided is very important in helping people like myself. I was able to secure a loan from the bank after Joe helped me, not only in giving the bank what they needed but helping me understand what I needed to do for the future. Since then, Joe has continued to support me throughout the process of actually running the business end of the practice. I can't thank him enough for all that he has done for us."



## SISNEROS BROS. MFG.

Abenicio Sisneros

**Years in Business:** 33

**Type of Business:** Metal Fabrication Manufacturing

**Number of Employees:** 32

**Community:** Belen

**SBDC:** University of New Mexico Valencia



More than thirty years ago Abenicio Sisneros and his three sons, Martin, Alex, and Philip went into business installing ductwork in homes in Belen, New Mexico, located 25 minutes south of Albuquerque. They manufacture high quality, prefabricated ductwork for commercial businesses.

With a total bankroll of less than \$2,500, the father and sons began with a second hand pick-up truck, a four-foot hand break and a portable 24 gauge Lockformer Pittsburg lock machine.

The fledging business didn't have a shop, so they trucked the machines to the job site and formed the HVAC ductwork on the site. It didn't take long for things to start rolling. One house would lead to two more, residential jobs led to small commercial jobs, all the while building up more equipment, employees, and outgrowing three different shops.

In 1990, seeing a huge demand for prefabricated ductwork from other local contractors, Sisneros Bros. Mfg. made a decision to go strictly manufacturing. It was a tough decision and there were many obstacles to overcome including a boycott from once loyal union contractors. The commitment paid off. Sisneros Bros. Mfg. now employees over 30 full time employees in a 45,000 sq. ft. facility and is selling pre-fabricated ductwork nationwide and internationally to some very demanding industries. As far as Sisneros Bros. Mfg. is concerned, the sky is the limit for growth. The company is very motivated by its up and coming 3rd and 4th generations, now that they are starting to play key roles in the continued success of Sisneros Bros. Mfg.

The SBDC at UNM Valencia has been working with Sisneros Bros. for the past 20 years. ***"The SBDC helped Sisneros Brothers to write a Business plan which in turn helped us to get a commercial loan to help reinvest in our company for the growth we were experiencing at the time. It also helped to get SBA 8A Status."***

Flexibility is a trait that has helped Sisneros Bros. Mfg. grow successfully, and they plan to remain flexible. They have contracts within both the private sector as well as the Federal Government. When you have a project that has stringent requirements, short lead times and custom designs, they can assist you.



## FULL CIRCLE HEALTH AND WELLNESS MED SPA

Allen Ayers

**Years in Business:** 8 months

**Type of Business:** Medical - Nurse Practitioner

**Number of Employees:** 2

**Community:** Artesia

**SBDC:** Eastern New Mexico University Roswell



Allen Ayers, Board-Certified Family Nurse Practitioner- FNP-C contacted the Small Business Development Center for assistance on November 13, 2017 and by the look in his eyes and determination of his demeanor we could immediately tell- this entrepreneur was serious about building a business! Like many clients seeking our assistance, he needed help with the start-up process, legal structure, marketing, and in developing his business plan. He was and still is one of our most highly focused, fully committed to the endeavor clients. Running 200 miles per hour every day and completing every milestone ahead of schedule! "I knew what I wanted to do- I just needed some guidance and to be pushed/held accountable to get it in motion- Scott at the SBDC@ENMU- Roswell did that for me" said Ayers FNP-C.

Allen developed a bulletproof 3 to 5-year business plan with realistic financial projections and flawless execution strategy. Within two short months he launched Full Circle Health and Wellness Med Spa in downtown Artesia creating 3 jobs- and has been going gangbusters with first year sales exceeding \$300,000! Allen Ayers FNP-C and Full Circle Health and Wellness Med Spa outgrew their startup location within six months; and through partnering with Western Bank and a Private Investor- has already acquired a standalone facility at a prime location in Artesia that will allow space for an addition of cosmetology, aesthetician, and massage therapy service lines.

Allen Ayers FNP-C is Roswell's Star Client because he "exudes 21st century entrepreneurialism" and never hesitates to do what he needs to do to stay on track and be successful. He is teachable, coachable, and possesses all the key ingredients of success. The "X Factor" is his passion for what he does and his ability to achieve work/life balance. Allen is a family man first- a loving husband and father with unique abilities and excellent management skills. He is a humble man and true professional that is changing his community and the Health and Wellness Industry for the better.

*Allen Ayers FNP-C is Roswell's Star Client because he "exudes 21st century entrepreneurialism" and never hesitates to do what he needs to do to stay on track and be successful.*





## K-9 DESIGN GROOMING AND BOARDING

*Melissa Morrison*



**Years in Business:** 3

**Type of Business:** Pet Grooming and Boarding

**Number of Employees:** 2 FT 1 PT

**Community:** Tucumcari

**SBDC:** Mesalands Community College



### *K-9: Where Hugs and Play are the Design of the Day*

K-9 Design Grooming and Boarding began serving the Pet Families of Tucumcari in 2000.

The business began its services from a small trailer, and eventually its popularity led them to a larger facility. Melissa and Charlie Morrison offer more than their skills in grooming. Each pet and its family know they are special and will receive much more than a haircut.

Dogs clamber to get passed the entry door for their treat—time with Missy! Large and small dogs love their “play day” at K-9. Doggie personalities blend and romp together in the play yard. Safety, exercise and joyful tails tell the story.

Local shelter dogs begin their new lives with baths and hugs to prepare for new families. K-9’s kennel services are prized by both dog and cat owners. Tucumcari’s remote location requires an alternative to leaving pets at home alone when owners travel. There are no sad puppy-faces when they are delivered to K-9. When the folks are out of town, they can be assured that their family pets are being well taken care of and playing and meeting new friends!

Tucumcari has a high population of elderly people. Their constant pet companions fill the Senior’s lives, but pet care may be difficult. Having K-9 nearby prevents the need for driving over an hour away for services.

Missy says: “SBDC helped find the proper funding to expand my business. These very knowledgeable ladies put me on the right path. Vicki Watson and Barbara Hicklin have the knowledge to help the lost.”

The business has grown each year and now plans to expand its facilities. This expansion provides growth for K-9 and a second income stream from personal- storage units.

Their world of happy pet families will continue to grow and prosper.

Stop by to see them—Missy is the one under the table trying to corner the playful Yorkie!



## MARTY'S MEALS

*Sandra Bosben*

**Years in Business:** 8

**Type of Business:** Pet Food Manufacturer

**Number of Employees:** 7

**Community:** Santa Fe

**SBDC:** Santa Fe Community College



### *The Love Story Continues*

"Feed Love. For Life" is the motto for Marty's Meals, the pet food manufacturer that has taken Santa Fe and now Boulder, Colorado by storm.

Owner Sandy Bosben's vision for her company has continued to evolve since we last acknowledged Marty's Meals in 2014. The pet food industry has followed the lead of independent manufacturers like her and turned its attention to the market segment of pet owners desiring to feed their animals as well if not better than themselves. Manufacturing of fresh, and gently cooked foods has become a norm and advances in freeze drying are making it possible to ship the food worldwide. Recognizing the market similarity to Santa Fe, in 2016 Sandy opened a retail store in Boulder, Colorado. This location is now turning a profit, accounting for about a third of the organization's sales.

Although Sandy has no intention of competing with the corporate giants, she has become something of a regional leader in the industry. Sandy's approach to species-appropriate recipes is a result of her work with consultant Dr. Richard Patton, an internationally-known animal nutritionist. Marty's Meals has the distinct honor of being the first line of pet food to obtain Non GMO certification for its chicken and turkey recipes.

Since the business' launch in 2010 with financing from The Loan Fund, Sandy has been intent on making Marty's Meals a case study in how sustainability and equitable business

practices can fuel each other's success. Her philosophy of 'triple bottom line plus' drives the decisions she makes about sourcing, preparing and packaging her products. "We devote a great deal of attention to how we source every ingredient for our dog and cat food products. We get to know our small-scale farmers and ranchers. We work with suppliers who share our values for the ethical treatment and raising of healthy animals; we only use 100% certified organic vegetables and grains and we source as many ingredients regionally as are available. Locally-sourced ingredients ensure the shortest farm to kitchen delivery time," said Sandy.

Now Marty's sales exceed \$1 million annually, and to remain competitive, Sandy has chosen to expand into a bigger facility that can accommodate freeze drying equipment and shipping. Costs to ship her products had been prohibitive, limiting her ability to sell online. Freeze drying will solve this problem, and Marty's Meals will develop an online store to capture more of this audience. With the help of the Santa Fe SBDC, and support from the City of Santa Fe Economic Development Department and the State Economic Development Department, Sandy obtained a LEDA grant as well as JTIP funding to cover some of the expense. She plans to add 11 more manufacturing jobs.

Sandy said, "if it had not been for the technical assistance and support from my business advisor, Debbie Collins, at the Santa Fe SBDC, Marty's Meals would not be where it is today. I started working with Debbie when Marty's Meals was just an idea. Her expertise, guidance and resourcefulness have been invaluable. She has helped me avoid more pitfalls than I can count. I look forward to working together into the future as Marty's Meals continues to grow. I consider Debbie a friend as well as my go-to business advisor."

What does the future hold? Marty's Meals will be featured in a documentary coming out in 2019. Sandy also wants to enhance the quality of her employees' lives by offering a retirement plan and assistance with health care coverage. She also plans to work with NMSU's Extension Program to source a dependable supply of organic vegetables from New Mexico farmers. Healthy pet food is here to stay.



## MITCHEL'S AUTO SERVICE & REPAIR LLC

*Mitchel Boomgaarn*

**Years in Business:** 1

**Type of Business:** Auto Repair

**Number of Employees:** 4

**Community:** Deming

**SBDC:** Western New Mexico University



Mitchel Boomgaarn had wanted to own his own auto shop since he was in his early 20's. An opportunity arose to purchase the shop where he had been employed for 10 years. He had some ideas for how he could make the shop more profitable, and decided to move forward with the acquisition. Mitchel came to the Deming SBDC when he encountered difficulty obtaining financing. "When I started trying to purchase the business, I was running into a lot of walls. I had already been turned down by a bank".

When Mitchel arrived at the SBDC, his business plan had gaps and he had not thought about cash flow projections. "I didn't have a clue how to do any of that. But Mario LaFragola, my SBDC advisor, didn't just sit me down and say 'I will fix that for you', he walked me through everything so that I could understand it. Now I have more insight as to what's going on, and I have a better chance for this business to succeed". With the assistance received from the SBDC, Mitchel was able to secure the financing to purchase the assets of his former employer.

Mitch realized his dream in 2017 when he opened Mitchel's Auto Service and Repair, LLC, a full service repair facility in Deming, New Mexico.

Less than three weeks after opening the shop, Mitchel was working on a Saturday assisting a customer with their RV. The carburetor flooded and backfired, igniting a fire that burned

38% of his body. He woke up at the Burn Unit in Lubbock Texas. The doctors initially had doubt Mitchel would survive his wounds. Throughout the recovery, Mitchell was inspired by the outpouring of support and prayers from the Deming community. The result was that he returned to work months before his doctors thought he would.

Mitchel Boomgaarn has not only overcome obstacles that would put many out of business, he has successfully expanded his business in the past year to include towing services. Additionally, he is in the process of purchasing a building in the Silver City area to open a second location. The business currently has four employees and will soon add staff with the opening of the second location. Mitchel plans to work with the SBDC as he moves forward with the expansion of his business and into the future.





## QUECHUA PERUVIAN RESTAURANT

*Trotsky Barreto*

**Years in Business:** 3

**Type of Business:** Restaurant

**Number of Employees:** 10

**Community:** Taos and Santa Fe

**SBDC:** University of New Mexico Taos



### *Authentic Peruvian Culture and Food Here in New Mexico*

Trotsky Barreto, who originally is from Lima Peru and his wife Gloria Hidrogo, a well-known Mexican artist opened the Taos version of Quechua a year and a half ago. They serve Peruvian food so authentic that when the Peruvian Consulate came to visit New Mexico, they came to Taos to eat at Quechua. They treat their customers as part of the family and serve dishes that are delicious and a true expression of Peruvian culture. "Our business is built on the support the SBDC has granted us... Marko has been there throughout tough times and has provided us with the tools and strength to keep moving forward." – Trotsky Barreto, owner

The whole concept of Quechua Restaurant was for people to learn more about Peruvian culture and food, for the citizens of New Mexico to realize they have a home out there in the world where they might not know anyone but they will always be welcomed with open arms and a delicious warm plate of food. Recently Quechua opened a second restaurant in Santa Fe that was so successful that they are currently moving to a larger location nearer the Plaza. The future of Quechua is to keep giving back, for people from all around to leave our restaurants with a full stomach, a smile on their face and Peru on their bucket list.



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With nearly 1,000 locations across the country, SBDCs provide local businesses and entrepreneurs with the resources they need to thrive, compete and succeed.

**Find your local SBDC today!**  
**[www.AmericasSBDC.org](http://www.AmericasSBDC.org)**



# THE SBDC STORY



## The SBDC Story Is Best Told By Its Clients

### 1 Luke's Toy Factory – Connecticut

"Our SBDC contact is an energetic, thoughtful and well-informed resource for our business. He is always enthusiastic, with a constant supply of information that seems to show up at just the right time. Nelson knows what it takes to start a successful business and is there every step of the way."

– James Barber, Managing Partner  
[www.lukestoyfactory.com](http://www.lukestoyfactory.com)



### 2 Green Edge Technologies, LLC – Florida

"The FSBDC export marketing program gave us amazing tools in the export marketing plan it developed for us. In addition, the FSBDC and its amazing employees, like Cathryn Hagan, educated us and gave us access to resources we did not even know were available to small businesses."

– Dr. Amir A. Varshovi, CEO  
[www.green-edge.com](http://www.green-edge.com)



### 3 House of Design – Idaho

"Without the SBDC assistance and the BSU TECenter accelerator, House of Design would not have grown into the company we are today. They were instrumental in us starting."

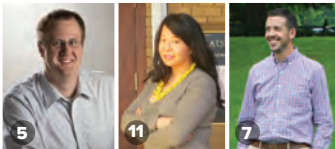
– Shane Dittich, Owner, Sr. Robotics System Engineer  
[www.thehouseofdesign.com](http://www.thehouseofdesign.com)



### 4 McClintock Distilling – Maryland

"Brandon Mason (SBDC Advisor) and our SBDC provided us invaluable help in the process of securing a loan and making our dream of opening a craft distillery a reality. We would not be where we are today without the help and support of the SBDC."

– Braeden Bumpers, Owner  
[www.mcclintockdistilling.com](http://www.mcclintockdistilling.com)



### 5 Neuovokas Corporation – Michigan

"The Michigan SBDC, in particular the SBTDC group, isn't like a government agency they think like Entrepreneurs and bring valuable insights and contacts."

– Erik Kiilunen, Founder & CEO  
[www.neuovokascorp.com](http://www.neuovokascorp.com)

### 6 Helios Remote Sensing – New York

"The SBDC has been continuously supportive of Helios, providing advice, business contacts, and opportunities that have helped expand the audience for our products. Starting a small business can be an overwhelming (and sometimes terrifying) thing, but it's a comfort to know there's a group of people out there with answers, suggestions and resources, rooting for our success."

– Janine Szczepanski, CEO  
[www.heliossensors.com](http://www.heliossensors.com)

### 7 Ziegler – Pennsylvania

"Our SBDC most recently provided us guidance on the process of and considerations to establish a regional distribution center in Southeast Asia and made valuable introductions to appropriate service providers."

– Chris Stock, Sales Manager, Eastern Hemisphere  
[www.zeiglerfeed.com](http://www.zeiglerfeed.com)

### 8 Elevate Systems – Southwest Texas

"The UTSA SBDC has been instrumental in our growth providing federal contracts, information on the advantage of certification, hands on assistance, and the requirements. We have been able to grow our revenue in less than 3 years to just under \$1M as a result of their assistance."

– Maricela Gray, Chief Executive Officer  
[www.elevatesystems.com](http://www.elevatesystems.com)

### 9 Bear Creek Smokehouse – North Texas

"Working with the SBDC has been a great experience. They have helped sustain our company in various ways by showing us how to improve our cash flow, our bottom line and our competitiveness in the market place through resources available to small businesses in East Texas. I would highly recommend any small business owner to the SBDC staff and let them put their expertise to work for you."

– Robbie Shoults, President  
[www.bearcreeksmokehouse.com](http://www.bearcreeksmokehouse.com)

### 10 KuKuRuZa Popcorn – Washington

"Our SBDC Advisor has been an excellent sounding board for our team as we continue tackling new challenges. He cues us in to the questions we should be asking ourselves, and it really helps us to progress through the decision making process. Our young team lacks experience, so having a seasoned professional review our plans allows us to move forward with the confidence of a much more experienced team."

– Grant Jones, Owner  
[www.kukuruzapopcorn.com](http://www.kukuruzapopcorn.com)

### 11 The EatsPlace – Washington, D.C.

"DCSBDC helped EatsPlace get its first start with a business and marketing plan. From there, they've been with us every step of the way: when we opened a brick and mortar store and now looking at opening other locations."

– Katy Chang, Chef and Founder  
[www.eatsplace.com](http://www.eatsplace.com)





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# NMSBDC STATEWIDE SERVICE CENTERS

## STATE OFFICE

### New Mexico Small Business Development Center Network

Santa Fe Community College  
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## SERVICE CENTERS

### Central New Mexico Community College - Workforce Training Center

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### Clovis Community College

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### San Juan College

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### University of New Mexico-Gallup

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### Procurement Technical Assistance Center (PTAC)

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